

# **INFORMATION SERVICES**

## **POLICY COMMITTEE**

### **REPORT**

**September 14, 2006**

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# INFORMATION SERVICES

## POLICY COMMITTEE

### Table of Contents

	<b><u>PAGE NUMBER</u></b>
Monthly Report. . . . .	1
Project Reports. . . . .	3
Case Management. . . . .	4
Community Mental Health Center. . . . .	6
General Assistance. . . . .	8

## **INTER-OFFICE MEMO**

**TO:** Information Services Policy Committee

**FROM:** Doug Thomas, Information Services Manager, Information Services

**DATE:** September 14, 2006

**SUBJECT:** Monthly Report

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### **SYSTEMS DEVELOPMENT PROJECTS**

**1. InterLinc eGov**

The Water eBilling system continues to grow each month and now has 1,615 customers selecting the eBilling/ePay option. Phase II of the InterLinc Action Center, (Ombudsman), is scheduled to begin 4th quarter. All of the class preparation and training material for the Web Assistants III Workshop is complete. The Level III classes will begin this month. Level I class material is being worked on and classes should be ready in October with multiple opportunities for those who can not attend the first sessions. WI-LINC Commission was formed by Jonathan Cook this week and I.S. will be participating as a member. This group will make a Muni-Wireless recommendation to elected officials in 60-90 days.

**2. Parking Tickets**

I.S. continues to meet with the State NCJIS group. They are still working on the real-time MVB access solution. They are having difficulty in standardizing the interface.

**3. Lancaster County General Assistance**

See ISPC status report and graph.

**4. County Attorney/Public Defender Case Management System**

See ISPC status report.

**5. Empagio Beta Project (Tesseract)**

Project hardware/software configuration for the beta environment was successfully completed ahead of schedule. The full beta test was successfully completed in July. A joint media release was published in August. Project planning for production implementation in FY07/08 has begun.

**6. CMHC Project**

Funding was secured from the County Board to begin phase I of a new Client Case Management System. The first phase will include an interface to the new GA system and the HSIS Central Registry. Phase I implementation plan calls for a one year effort in duration. I.S. demonstrated the Imaging Retrieve System (IRS) last month. This new system will make client data and supporting documents available to case worker's real-time 24/7. I.S. is also working with Brian Pillard on the physical relocation of records that will utilize TRIMS for record retention and retrieve. The newly organized RHIO group is issuing an RFI for a joint Case Management System. I.S. will continue to participate with this group to make sure there are no redundant efforts taking place. ISPC Graphs and project reporting will begin this month.

## **OPERATIONAL**

The County PeopleSoft AS/400 prime shift utilization in August was 8.47% compared to 10.55% in July. Disk utilization is 42.5%. We are bringing this operating system up to current service level on Saturday, September 8th as a preparatory step for the upgrading of the PeopleSoft application.

The City Finance JDE AS/400 prime shift utilization in August was 7.95% compared to 8.19% in July. Disk utilization is 64.4%.

The Lancaster Manor AS/400 disk utilization is at 68.4%. We have upgrade the operating system and the American Health Care software during August. We now have a request for an AHC add-on feature that will allow a browser based front end and on-line help. This is estimated to need 5gb of disk storage which will put us back to nearly 80% disk utilization and will mean that we need to upgrade the disk units in their AS/400.

The CJIS Alpha server prime shift utilization in August was 50%, the same as it was in July. We had a disk failure on August 30th that caused us problems on the re-start of the machine at 5pm. The disk took 2 1/2 hours to rebuild and still gave us follow on troubles after it was done rebuilding. We ended up getting the machine up at 12:08am. We are still working with HP support on what we think is a continued hardware problem related to this incident.

The IBM z/890 Enterprise Server prime shift utilization was 46.44% in August compared with 45.41% in July. There were 3,074,122 CICS transactions executed which included 406,062 web transactions.

# **PROJECT**

# **REPORTS**

# **COUNTY ATTORNEY/PUBLIC DEFENDER CASE MANAGEMENT**

**Project Manager:** Mark Wieting  
**Analyst:** Jim Jambor

**September 14, 2006**

## **Project Description:**

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, should have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

## **Current Events:**

**08/06 \*** DefenderData continued to load our data into their database and should be completed early next month.

## **Future Events:**

**09/06 \*** DefenderData will finish loading our data into their database and will start on the screen changes to accommodate our data.

## **History:**

**10/03 \*** System requirements were completed and approved by both agencies. The project was put on hold by the County Board pending funding issues.

**01/05 \*** Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

**10/05 \*** Representatives from both agencies, plus Information Services were present for a demonstration of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although, it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

- 11/05 \*** The web shells were reviewed with staff from both the County Attorney and Public Defender Offices. Both agencies have expressed a desire to have I.S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.
- 12/05 \*** Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick, and Terry to discuss the feasibility of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.
- 01/06 \*** We had a demonstration of defenderData on January 25th. I think everyone who took part was rather impressed, enough so, that we have decided to pursue this a little further. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.
- 02/06 \*** Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.
- 03/06 \*** DefenderData has responded positively to all of our questions, saying they feel that they can do our customization under their no-charge policy. We had another demonstration of the system for a few people who were not present for the first one.
- 04/06** After another demonstration from defenderData, it was decided to pursue this system further. A data confidentiality agreement was signed by both parties, so we sent all of the file and record layouts, as well as complete data from the Public Defender's current system. As soon as the County Attorney agreement is received, we will send their data also. DefenderData will be converting our data to their database so that we may begin a test of their system.
- 05/06 \*** The County Attorney has drawn up their confidentiality agreement and it was signed by DefenderData. All data files from the County Attorney system were then sent so that they now have the complete set of data from both agencies.
- 06/06 \*** All data from both the Public Defender and the County Attorney systems was sent to DefenderData to be loaded into their database. After encountering some problems with the delimiter in our interface files, a new delimiter was used and all data was successfully sent to their server.
- 07/06 \*** DefenderData continued to load our data into their database. No other action was taken on this project.

# Community Mental Health Center

**Project Manager:** Jim Walkenhorst

**August 14, 2006**

**Senior Analyst:** Chad Peters

## **Project Description:**

The Community Mental Health Center (CMHC) in Lancaster County Nebraska intends to implement a complete Mental Health practice technology solution. The solution will be used by all CMHC employees to support the strategic and operational focus of the organization.

The solution will support core activities of CMHC operations including scheduling resources, tracking client services, ability to determine capacity of service, integration of services and expenditures to cost justification and accounting systems, and support core competencies in the best industry practices.

Individual programs are to be supported from base or additional systems components where client data, notes, and prescriptive data is collected. Integration is needed between the following programs: Crisis Center, Rehabilitation Programs, Medical Services, Residential Services, Home & Special Needs, Community Living Services, Outpatient Services, and the Partial Hospitalization Program.

The Administrative and Business Office data needs are detailed, as well as, aggregate. Primary sources of data are needed to continue accreditation practices, assess liabilities, and monitor cash flow.

The system must have all of the inherent qualities of an organization which strives to maintain the highest level of accreditation available. The CMHC organization has already achieved and maintains accreditation from CARF. It is the desire of CMHC to continue operating with the best practices, offer superior care, and meet the demand of an ever changing population.

The development of this comprehensive system will be managed in a series of project phases which will be funded individually over the course of three budget years. The first phase will be focused on core system components used for all phases and to maximize technology to gain efficiencies and physical space. The following phases will be determined in the future so that a coordinated solution will be developed to work with the community RHIO project.

## **Current Events**

**08/06 \*** An Initial imaging system walk through was performed. Work flow issues are being addressed. Structural changes to programs and the database are in progress, as well as changes to the folder/file design. Retention policies are being revised to cut back on the number of client files Records Management will ultimately process. Proof of concept and JAD sessions continue. Transcription process is being reviewed and products to automate the process are being considered.

## **Future Events:**

- 09/06 \*** Finalize system design and work flow issues. We will have the Customers sign off on the conceptual and working design. Pilot programs will begin to test the design and work flow. Physical files will begin to be moved to Records Management for storage and retrieval purposes. Demonstration of automated systems for dictation and transcription.

## **History:**

- 01/04 \*** Community Mental Health Center Request for Proposal is completed.
- 04/04 \*** Proposal for project funding for budget year 2004-2005 was denied by the County Board.
- 09/04 \*** Lotus Notes is implemented for administrative staff.
- 04/05 \*** Proposal for project funding for budget year 2005-2006 was denied by the County Board.
- 04/06 \*** Proposal for project funding for \$113K for the budget year 2006-2007 was approved by the County Board.
- 06/06 \*** Community Mental Health Center funds the first project for phase one development to create an imaging system and use TRIMS with Records Management to handle thousands for client files and take the first step to a paperless environment.
- 07/06 \*** The design and development of the imaging system begins. The initial file/folder structure is determined and the core web shell presentation programs have been written.

# GENERAL ASSISTANCE

**Project Manager:** Scott Zimmerman  
**Analyst:**

**September 14, 2006**

## **Project Description:**

This is a rewrite of the current Lancaster County General Assistance system which was implemented in the Fall of 1994. Over the years, the use of the system has expanded beyond the original scope of the project which was to track assistance requests and payments. Although this is still the major piece of the system, it needs to be expanded to include measures to assist with client eligibility, outstanding bills, paid bills, improve communication between the six or seven agencies involved in the GA process, attempt to prevent fraudulent claims, and try to detect abuses of the program. This system will make use of CICS web shells to take advantage of the remote user capability.

## **Current Events:**

**07/06 \*** The programming phase has been completed for all programs. System testing has begun as well as customer testing and training. Once training has been completed, the implementation plan will have to be discussed.

## **Future Events:**

**08/06 \*** Develop an implementation and conversion plan as well as a customer training schedule.

## **History:**

**01/05 \*** A requirements process was performed by interviewing participants of the GA program. The requirements were completed and presented to the GA monitoring committee on October 4<sup>th</sup> with an estimate of \$42,575. This was approved and passed along to the County Board where it was also approved.

**11/05 \*** The new tables for the GA system were created and conversion programs were written to populate the new tables.

**12/05 \*** 80% of the panels have been designed for the system. Programming will start as soon as the design for the rest of the panels is completed.

**01/06 \*** The initial panel design has been completed and the programming phase has begun. After an internal review of the panels and system design, a few minor changes will need to be addressed before the programming can begin in full force.

**02/06 \*** The initial programming phase has been completed for five programs and will continue for the remaining programs. A few minor database design issues still need to be addressed.

- 03/06** \* The initial programming phase has been completed for all programs. The business rules still need to be added to each program as well as the navigation from panel to panel. A few minor database design issues still need to be addressed.
- 04/06** \* The initial programming phase has been completed for all programs, except for two. System testing will begin with customer testing and training to follow. A couple of minor database issues still need to be addressed.
- 05/06** \* The programming phase has been completed for all programs. System testing will begin with customer testing and training to follow. Some batch program changes will still have to be made, but this effort is minor.
- 06/06** \* The programming phase has been completed for all programs. System testing will begin with customer testing and training to follow. Once training has been completed, the implementation plan will have to be discussed.
- 07/06** \* The programming phase has been completed for all programs. System testing has begun as well as customer testing and training. Once training has been completed, the implementation plan will have to be discussed